

▶ GARDNER POLICE STATION.....	1
▶ SYSTEMS UPDATE.....	2
▶ NEXT GENERATION 9-1-1.....	2
▶ FISCAL UPDATE.....	3
▶ TRAINING UPDATE.....	3
▶ REGIONALIZATION.....	4
▶ EQUIPMENT DISTRIBUTION PROGRAM	4

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Massachusetts State 911 Department Newsletter

Gardner Gets New Police Station



Pictured above: The main entrance of the new police station, Gardner Police Memorial, and 9-1-1 Console

On Thursday, May 21, 2015, the City of Gardner celebrated the grand opening of its new Police Department facility. The City began construction for the new facility in October of 2013. The new Gardner Police Headquarters currently houses the Gardner Public Safety Answering Point (PSAP). Recently, Gardner and Athol executed an agreement to consolidate their PSAPs and create a Regional Emergency Communications Center (RECC). This new RECC when formed will be named the North Central RECC, and will be located in the new Gardner Police Department facility.

In speaking with Laurie Lyons, a 23 year veteran of the Gardner Police Department and Dispatch Manager, I couldn't help but notice her excitement for the new facility and its features— one of them being the new chair design for the front entrance. Gardner Mayor, Mark Hawke, came up with the idea for the chair design based on Gardner being well known as the “Chair City”. That feature was used in a similar fashion for their old Levi Heywood Library built in the 1800's.

The project didn't come without some hurdles, though as explained by Police Chief Neil Erickson, a 38 year veteran of the Police Department. He stated the toughest part was “selling” the project to the community and getting the funding. In retrospect, the easiest part of the project for Chief Erickson was walking in to a new Police Department...open for business!

Congratulations to the City of Gardner and their new Police Department facility. *Ronnie Z.*



Updates from our Systems Division

MLTS Information:

Did you know that operators of Multi-Line Telephone Systems (MLTS) are required by 560 CMR 4.00: Regulations Governing Enhanced 9-1-1 Service for multi-line telephone systems to provide the same location information as is provided to others in Massachusetts? The regulations require that the operator of a MLTS provide a sufficiently precise indication of a caller's location so that emergency response services may be dispatched to the specific location of the caller in an effort to **enhance** response times and help save lives and property.

You may find the resource link regarding MLTS at:

<http://www.mass.gov/eopss/agencies/state-911/multi-line-telephone-system-mlts-regulations.html>

For additional information you may email mlts911@state.ma.us or contact Norm Fournier at norm.fournier@state.ma.us or (508)-821-7209.

Next Generation 9-1-1 News Flash

More NG911 FAQ's from The Systems Division:

Q 1: Will trash be removed by General Dynamics Information System (GDIT)?

A 1: Yes, it is GDIT's responsibility to remove all trash from the PSAP related to the conversion .

Q 2: Can I keep the Vesta server cabinet?

A 2: No, all Vesta server cabinets will be re-used in the deployment of Next Generation 9-1-1 (NG9-1-1).

Q 3: Can I connect my CAD system to the NG9-1-1 System at my PSAP? What are the technical specifications for the data stream?

A 3: GDIT is required to provide a serial CAD connection as well as an IP CAD connection from the Emergency Call Works CPE.

Q 4: Can I connect my Smart 911 server to the NG 9-1-1 System?

A 4: Although, Smart911 is not capable of integrating directly into the NG 9-1-1 system, the NG 9-1-1 system can provide an ANI/ALI feed to Smart911, which is similar to how it works today with Vesta. Therefore, the Smart 911 system can interface with the NG 9-1-1 system allowing for the same capabilities that currently exist.

Q 5: Can I keep my NetClock and antennae 9x83 to continue using the NetClock for my internal LAN?

A 5: The existing Spectracom master clock and associated Ethernet time server (if applicable) may be treated as surplus property and may be retained by the PSAP, with the prior approval of the State 911 Department, who will coordinate documentation for submission and approval to the Operational Services Division of the Commonwealth. The State 911 Department has directed GDIT to reuse the existing antenna and antenna cable.

Q 6: Will the NetClock have ports the PSAP can use? If so, how many and what are the specifications?

A 6: Each PSAP will receive a Spectracom 9483 NTP server or its equivalent. The NTP server will have four 10/100/100 Ethernet ports. Two of the four ports may be available for use by the PSAP. Additionally, each NTP server will be equipped with an RS-232 port and an IRIG port

Updates from our Fiscal Division



We remind you....



All awardees under the Development Grant should have completed a review of project timelines and have filed a request for any needed extensions. If extensions(s) are needed and you have not yet done so, an extension request(s) should be submitted immediately.



All PSAPs should continue to utilize the 911DeptGrants@state.ma.us e-mail address and (508)-821-7299 to submit questions/requests relative to grant applications, budget modifications, adding personnel, and requesting training classes. The e-mail box and phone line are monitored daily.



Double check all reimbursement requests prior to submission to ensure they are signed by an authorized signatory, contain the appropriate reimbursement forms, and include all required documentation, such as proof of payment, proof of course completion (certificates or rosters), and invoices. All reimbursement forms can be found (and downloaded) on our website at www.mass.gov/e911.



Annual certificate of compliance forms are processed by the Programs Division. Any and all questions relative to this form should be directed to Monna Wallace at (508)-821-7220.



PSAPs are advised that Priority Dispatch's ProQA program (aka Paramount) continues to be an eligible expense under the Training Grant. PSAPs are further advised that the upgrade is covered under the annual maintenance contract.



PSAPs should continue to monitor the State 911 Department's website (www.mass.gov/e911) and this newsletter for updates regarding the FY 2016 Grants.

Updates from our Training Division

FY2015 Annual Certification of Compliance

The 2015 Annual Certification of Compliance form has been mailed to your PSAP. The form is also available on our website at www.mass.gov/e911. Please complete the form and return it to the State 911 Department as soon as possible.

If you have questions or require information about telecommunicator certifications or have other compliance related questions please email Training Coordinator, Venus Wheeler at venus.wheeler@state.ma.us or Director of Programs, Monna Wallace at monna.wallace@state.ma.us.

Training Calendar/New Hires

Training courses are added to the training calendar on an *as need basis*. If you have a newly hired employee and the training calendar indicates that all classes are full, contact Venus Wheeler at venus.wheeler@state.ma.us or Cathy Rodriguez at cathy.rodriguez@state.ma.us and they will assist you.

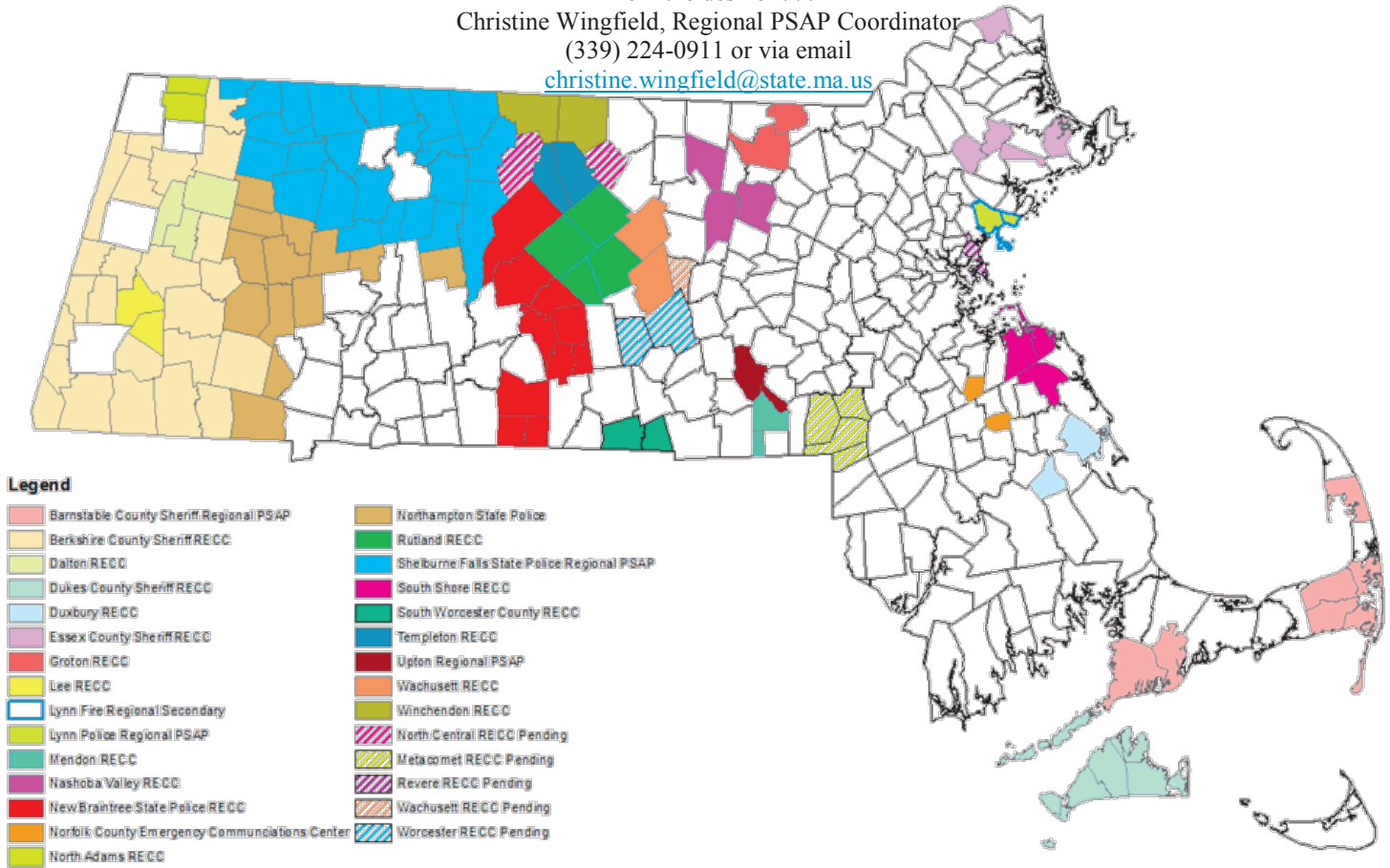
Process for Requesting Training

As a reminder, a seat in a training course hosted by the State 911 Department is not guaranteed until an application has been submitted by the PSAP and you have received a confirmation back from the State 911 Department. It is important to notify us if someone is not going to report for a class so that we can make the seat available for other PSAPs.

Next Academy is scheduled for October 5, 2015.

Regionalization efforts within the Commonwealth

From the desk of . . .
Christine Wingfield, Regional PSAP Coordinator
(339) 224-0911 or via email
christine.wingfield@state.ma.us



As you can see, regionalization efforts are underway throughout all areas of the Commonwealth of Massachusetts. In the last thirty days alone, I visited more than twenty PSAPs, attended numerous regionalization meetings, and traveled just over 1,000 miles to all ends of Massachusetts. Please contact me if you have any questions relative to regionalization or if I can facilitate your PSAP's efforts to regionalize.

Massachusetts Equipment Distribution Program



Mass Relay Outreach Coordinator, Moira Hennessey (pictured on the left) and Mass Equipment Distribution Program Field Service Advisor, Marguerite Szczawinski (pictured on the right) participated in an outreach event at the Chicopee Council On Aging on May 13, 2015. Senior citizens from the area were able to learn more about the two programs and the important service that they provide to Massachusetts residents.

If you would like someone from Mass Relay or Mass EDP to participate in an outreach event in your community, please contact the State 911 Departments Public Education Coordinator, Ronnie Zuniga at ronnie.zuniga@state.ma.us or by telephone at (508)-821-7205.

Massachusetts

9-1-1

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at your
fingertips.



www.mass.gov/e911



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